c's Brd Serial No.: not yet assigned

-3-

Docket No.: C0441/7154

40. The method according to claim 39, wherein the at least one probably cause includes text describing an affected network entity and problem.--

REMARKS

Applicants submit this Preliminary Amendment to cancel claims and add claims. No new matter has been added. An early and favorable action is hereby earnestly solicited.

Respectfully submitted,

Lundy Lewis, et al., Applicants

Therese A. Hendricks, Reg. No. 30,389 Edward J. Russavage, Reg. No. 43,069

Wolf, Greenfield & Sacks, P.C.

600 Atlantic Avenue Boston, MA 02210 617-720-3500

Docket No.: C0441/7154

January 12, 2000

xnddx